

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Bunzl Extrusion-Tacoma Inc.

Washington Manufacturing Services

Bunzl Extrusion - Tacoma Assesses Employee Climate

Client Profile:

Bunzl Extrusion - Tacoma is a growing manufacturer and distributor of extruded plastic products for the fencing and transportation industries. The company employs 160 people at its manufacturing plant in Tacoma, Washington.

Situation:

The president of Bunzl Extrusion approached Washington Manufacturing Services (WMS), a NIST MEP network affiliate, to request the organization's help conducting an independent employee survey. The company wanted to assess the current employee climate towards support of a strategic plan to continually improve productivity and customer satisfaction in a very competitive industry.

Solution:

WMS began the employee survey process with the establishment of an employee survey questionnaire. The company administered the questionnaire, and gave the results to human resources consultants at Pierce College, a WMS partner organization. Pierce College's consultants performed an analysis on the returns to gain a more detailed understanding of questionnaire responses. Pierce College compiled and presented a consolidated comprehensive report to Bunzl Extrusion's management team. Pierce College's consultants then utilized the results of the report to conduct an employee improvement plan climate workshop.

WMS managed the project from beginning to end, and was the one point of contact for the customer throughout the entire project. WMS specializes in matching the needs of its client with resources throughout the state, and provides project management services for every third-party engagement. Thanks to its help, Bunzl Extrusion anticipates the final action plan will reduce employee turnover by 20 percent and improve productivity by 5 percent. If these estimates are accurate, the company will benefit from an annualized cost savings of \$90,000.

Results:

Conducted a comprehensive employee survey and used results to develop action plan.

Anticipate reducing employee turnover by 20 percent.

Anticipate improving productivity by 5 percent.

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Estimate an annualized cost savings of \$90,000.

Testimonial:

"Washington Manufacturing Services, on behalf of Bunzl Tacoma, contracted with Pierce College to conduct an employee survey to determine employee climate as it related to various aspects of their employment. As a result of the survey, action plans were established to improve employee retention and productivity."

Mike Lukens, Manager of Human Resources